

# 2015 ITCD Strategic Plan

## VISION

Deliver reliable, innovative, and respected IT solutions

## MISSION

Provide quality IT products and services, enabling Headquarters customers to accomplish NASA missions

### Goal 1: Enhance technical capabilities to provide the highest quality of work products and excellent customer service

Objective 1.1: Provide products and services more quickly and efficiently to customers

Objective 1.2: Develop or provide technologies to assist customers in meeting their business objectives

Objective 1.3: Develop tools to provide up-to-date information regarding status of operations and projects

Objective 1.4: Enhance ability to respond to changes in IT services associated with HR and Agency IT consolidation initiatives (e.g., transition data center consolidation, migration to Cloud environments, application consolidation)

### Goal 2: Further position ITCD as a trusted partner by developing, maintaining, and strengthening relationships with customers and stakeholders

Objective 2.1: Implement a redesigned HQ IT governance process to more fully and effectively engage stakeholders in decisions about IT priorities

Objective 2.2: Institute a Customer Relationship Management process to proactively and effectively manage customer relationships

Objective 2.3: Utilize customer surveys and feedback to enhance customer satisfaction

Objective 2.4: Enhance effective communication and outreach to customers

Objective 2.5: Influence and support Agency decisions and initiatives to ensure customer needs and perspectives are represented

### Goal 3: Develop and retain a highly skilled and engaged workforce that can successfully meet current and future challenges

Objective 3.1: Strengthen workforce skills and competencies

Objective 3.2: Facilitate equitable distribution of work within ITCD

Objective 3.3: Communicate growth opportunities to staff

Objective 3.4: Recognize employee contributions

Objective 3.5: Enhance employee engagement through focus on internal communications and team building

Objective 3.6: Develop an ITCD staffing strategy that identifies positions and competencies needed to meet future business needs and service strategies of ITCD

### Goal 4: Improve management of IT investments, projects, and related assets to provide enhanced services and capabilities supporting the HQ community, Center partnerships, and business development

Objective 4.1: Implement integration of portfolio management with the following key operational areas: Business architecture, technology management, application portfolio management, project management, program management, financial management, services, customer relationship management, and governance

Objective 4.2: Establish risk management for the ITCD IT portfolio

Objective 4.3: Evaluate benefits of the ITCD IT portfolio and determine the workstreams that will be supported in the portfolio

Objective 4.4: Establish and manage the IT portfolio

Objective 4.5: Enhance ITCD staff skills, management, and related support of the IT portfolio

Objective 4.6: Enhance portfolio management systems utilized by ITCD for portfolio management